

**Discontinuation of CIMB KWIK Account and CIMB Lazada Prepaid Mastercard
Frequently Asked Questions (FAQ)**

1. Why is CIMB KWIK Account and CIMB Lazada Prepaid Mastercard Account no longer available?

Effective 1 July 2022, CIMB Bank Berhad will discontinue issuing new prepaid cards for CIMB KWIK Account and CIMB Lazada Prepaid Mastercard Account.

Effective 1 July 2022, CIMB Bank Berhad will discontinue issuing new prepaid cards for CIMB KWIK Account and CIMB Lazada Prepaid Mastercard. Existing CIMB KWIK Account and Lazada Prepaid Mastercard customers may continue to use your respective card without interruptions until the expiry of your card or on 30 November 2022, whichever earlier. Your CIMB KWIK Account/ CIMB Lazada Prepaid Mastercard will be closed either on the expiry of your card or on 30 November 2022. For more info, click [here](#).

2. Why is my account closed?

Effective 1 July 2022, CIMB Bank Berhad will discontinue issuing new prepaid cards for CIMB KWIK Account and CIMB Lazada Prepaid MasterCard Account (Refer to Q1). With this, there will be no new, renewal or replacement cards issued from the effective date.

3. Can I apply for a new prepaid card?

There are no prepaid card available at the time being, however you may apply for CIMB Octosavers Account-i. You may apply for CIMB Octosavers Account-i, this is a fully digital savings account-i that you can apply online and gives you a debit card. For more information on this product, click [here](#).

Alternatively, if you like exceptional deals and offers for retail, please opt to apply for CIMB e-credit card. For more information on this product, click [here](#).

4. Can I get a replacement card for my cancelled prepaid card or if I lost my prepaid card?

We have stopped issuing new prepaid card effective 1 July 2022 onwards therefore we are unable to replace your prepaid card.

5. Are there other Prepaid cards I can apply for?

You may apply for an CIMB Octosavers Account-i. Debit Card has the same functionalities as a prepaid card whereby it can be used for cash withdrawal, retail or online purchases in Malaysia and overseas. For more information on this product, click [here](#).

Alternatively, if you like exceptional deals and offers for retail, please opt to apply for CIMB e-credit card. For more information on this product, click [here](#).

6. I am an existing prepaid card cardholder, can I still use my card?

Yes, you may continue to use your prepaid card until the expiry of your card or on 30 November 2022, whichever earlier.

7. When is the last day I will be granted cashback?

If your account closes on 26th onwards for the month (*eg: 30 November 2022*), your last cashback will be on the 25th of the month (*eg: 25 November 2022*) for the previous month spending.

If your account closes on or before 25th (*eg: 1 November 2022*) , your last cashback will be on the 25th of the previous month (*eg: 25 October 2022*) for the previous month spending.

8. I wish to cancel my prepaid card, what should I do?

To cancel your prepaid card, login into [CIMB Clicks](#) > Services > Close Account > Prepaid Card.

9. Do I need to cancel my prepaid card now?

There's no need to. You may continue to use your prepaid card until the expiry of the card or on 30 November 2022, whichever earlier.

10. What should I do if I still have credit balance left in my expired prepaid card?

You can transfer your balance by following the steps below:

Step 1: Login into **CIMB Clicks** (www.cimbclicks.com.my)

Step 2: Click on **Pay & Transfer > DuitNow/Transfer Money**

Step 3: Transfer the remaining balance to your selected CIMB or other banks' Savings/Current Account

Step 4: Check and confirm the transfer details

11. What happens if I don't withdraw my balances prior to account closure and would like to claim it after account closure?

If you'd like to refund your balances after account closure, you will need to contact our colleagues at Customer Resolution Unit (CRU) at cru@cimb.com for assistance.

However, if you are claiming in January 2030 onwards, the remaining balance shall be transferred to the Registrar of Unclaimed Moneys accordingly and you will need to apply the refund/claim at Jabatan Akaunan Negara Malaysia.

12. Do I need to pay any additional fees and charges arising from this account closure?

No.